

NASA IV&V Facility

Customer Satisfaction Questionnaire

Background Information

Name (optional): _____ Date: _____

1. Which of the following best describes your current job function? ☐ Engineer ☐ Other _____
☐ Program/Project Manager
2. How did you learn about/decide to use the IV&V Facility for this project? ☐ Prior Experience ☐ Webpage
☐ NASA 7120.5 ☐ Other: Explain in #16 below
3. Is your project internal/external to NASA? ☐ Internal ☐ External
4. If your project is external to NASA, which of the following best describes the nature of your business? ☐ Government Agency ☐ Industry
☐ Academia ☐ Other: Explain in #16 below
5. If your project is internal to NASA, which NASA Center are you associated with?

<input type="checkbox"/> NASA Headquarters	<input type="checkbox"/> Kennedy Space Center
<input type="checkbox"/> Ames Research Center	<input type="checkbox"/> Langley Research Center
<input type="checkbox"/> Dryden Flight Research Center	<input type="checkbox"/> John Glenn (Lewis) Research Center
<input type="checkbox"/> Goddard Space Flight Center	<input type="checkbox"/> Marshall Space Flight Center
<input type="checkbox"/> Jet Propulsion Laboratory	<input type="checkbox"/> Stennis Space Center
<input type="checkbox"/> Johnson Space Center	

Project Information

Project Name: _____

6. What is the nature of the work being performed for your project by the IV&V Facility? ☐ IV&V ☐ Research
☐ Assessments ☐ Other: Explain in #16 below
7. Is the IV&V Facility performing the work in accordance with: ☐ MOA ☐ Task Order
☐ Statement of Work ☐ Other: Explain in #16 below

Project Satisfaction

	Very	Somewhat	Not Very	Not At All	N/A
8. Was the agreement communicated to you in a clear and timely manner?					
9. Is the IV&V Facility adhering to the agreement provided?					
10. Is the IV&V Facility responsive to your needs and/or concerns? If not, please explain in #16 below					
11. Are you satisfied with the overall quality of the work being performed by the IV&V Facility?					
12. Are you satisfied with the:					
Cost					
Schedule					
Deliverables					

General

13. Is your interaction with the following people productive?

Very	Somewhat	Not Very	Not At All	N/A

IV&V Facility Management (Director and/or Deputies)
Individual NASA Project Manager
Individuals Contractor performing the work
14. Do you feel that IV&V task is adding value to your program? ☐ Yes ☐ No If no, please explain: _____
15. Would you use the IV&V Facility's services for future projects? ☐ Yes ☐ No If no, please explain: _____
16. Please provide recommendations for how the IV&V Facility could improve their services.

“Please fill out the sections that are applicable to you”

Instruction for form 1003 “ customer feedback”

Form 1003 is created as part of ISO 9001 quality system evaluation. The intend is to evaluate the IV&V Facility services and product provided to out to our customers. The responses from customers will be evaluated at executive management meeting and appropriate decision will be made to improve our quality systems to better fulfill our customer needs.

This form consists of 16 questions, customers will only reply to the applicable questions on form 1003. Front office is responsible to send the form 1003 with an official letter from IV&V Facility to our customers. Customer satisfaction feedback is required for each project annually and or at the completion of the project.